Uninstalling and Reinstalling Citrix Online Plug-in for Windows 7

Disclaimer: These instructions are provided to help you access LMHS Gateway. Doing these steps will make changes to your device. Lima Memorial Health System will not be liable for any issues that you may experience on your device by following these steps.

1. If you have any issues with accessing LMHS Gateway. Uninstall Citrix Online Plug-in from Control Panel.

2. Click on the Start Button.

3. Click on the Control Panel.



4. Click on Programs and Features



5. Click and highlight the Citrix online plug-in – web.

File Edit View Tools Hel	P				
Control Panel Home View installed updates Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.				
off Install a program from the network	Organize 💌 Uninstall				
	Name	Publisher	Installed On	Size	Version
	Adobe Flash Player 11 ActiveX 64-bit Badobe Reader X (10.1.3) Wathentication Manager Client Cisco WebEx Meetings	Adobe Systems Incorporated Adobe Systems Incorporated Forward Advantage, Inc. Cisco WebEx LLC	7/31/2012 7/31/2012 3/2/2013 2/6/2013	6.00 MB 248 MB 8.68 MB	11.2.202.2 10.1.3 1.0.32
	Citrix online plug-in - web	Citrix Systems, Inc.	10/23/2012		11.2.0.31
	Compatibility Pack for the 2007 Office system GoToMeeting 5.5.0.1132 Alatric Data Port	Microsoft Corporation CitrixOnline Iatric Systems	3/12/2013 4/18/2013 7/31/2012	104 MB	12.0.6612 5.5.0.113 3.1.6.0
	Imprivata OneSign 64-bit Workstation Agent integriti Monitor V 5.0.1.7	Imprivata, Inc. Stinger Medical	2/21/2013 8/18/2012	80.4 MB	4.7.001.2
	java(TM) 6 Update 31 (64-bit)	Oracle LogMeIn, Inc.	7/31/2012 4/5/2013	91.8 MB	6.0.310 1.9.0.130
	LANDesk Service Desk	LANDesk	10/4/2012	148 MB	7.5.0.0 SF

6. Click on the Uninstall

File Edit View Tools Hel	P				
Control Panel Home	Uninstall or change a program				
View installed updates	To uninstall a program, select it from the list and then click Uninstall, Change, or Repair,				
Turn Windows features on or	Organize + Uninstall				
off					
Install a program from the network	Name	Publisher	Installed On	Size	Version
	Adobe Flash Player 11 ActiveX 64-bit	Adobe Systems Incorporated	7/31/2012	6.00 MB	11.2.202
	Adobe Reader X (10.1.3)	Adobe Systems Incorporated	7/31/2012	248 MB	1013
	Authentication Manager Client	Forward Advantage, Inc.	3/2/2013	8.68 MB	1.0.32
	Cisco WebEx Meetings	Cisco WebEx LLC	2/6/2013		
	Citrix online plug-in - web	Citrix Systems, Inc.	10/23/2012		11.2.0.31
	Scompatibility Pack for the 2007 Office system	Microsoft Corporation	3/12/2013	104 M8	12.0.661
	GoToMeeting 5.5.0.1132	CitrisOnline	4/18/2013		55.0.113
	Istric Data Port	latric Systems	7/31/2012		31.6.0
	1 Imprivata OneSign 64-bit Workstation Agent	Imprivata, Inc.	2/21/2013	80.4 MB	43,001.2
	Fintegriti Monitor V 5.0.1.7	Stinger Medical	8/18/2012		
	Java(TM) 6 Update 31 (64-bit)	Oracle	7/31/2012	91.8 MB	6.0.300
	- join.me	LogMein, Inc.	4/5/2013		19.0.130
	LANDesk Service Desk	LANDesk	10/4/2012	148 M8	75.0.0 9
	X [

7. The Citrix plug-in will automatically be removed from your device.



8.To Reinstall Citrix Plug-in. Sign back on to the Citrix Gateway and Log In.

Click on Preference and then select Connection Preferences.



Client Selection The table below lists the clients that can be used with	this Web site and their current availability.	
Client		
A client is software that allows you to access resource (applications, content, and desktops). The clients have different advantages and remixticions depending on t usage environment. Select the client that best suits yo requirements from the list.	Native client Native client Client for Tava Select your preferred client: No preference	Centor Dentor - Q

9. Click on Deploy next to Native Client.

10. Click Download



Click Save
(select destination you would like to save to – examples
– Desktop, C:\ etc.)





13. You will then get a prompt letting you know installation was completed successfully. Click OK.

Citrix onlin	e plug-in installation	-X
•	Installation completed successfully.	
	ОК	

12. Click Run

14. You may have to click on the configure link and add the site to the trusted site zone.

CİTRIX

Sent		
A client is software that allows you to access resources (applications, content, and existops). The clients have different advantages and restrictions depending on the usage environment. Select the client that best suits your requirements from the list.	Available	
	Native client <u>Configure</u>	
	Chard for laws	
	Coleme for Javas	
	*Configure settings for full functionality	
	Select your preferred client:	
	Native client • (?)	
	Save Cancel	

15. This will be the direction for adding the <u>http://gateway.limamemorial.or</u> g to the trusted site zone of your Internet Explorer settings.



CITRIX

Client Selection

The table below lists the clients that can be used with this Web site and their current availability.				
Client				
A client is software that allows you to access resources	Available			
different advantages and restrictions depending on the	Native client Configu	ce"		
usage environment. Select the client that best suits your	Not currently available			
requirements from the list.	Client for Java Dep	loy		
\langle	"Configure settings for full functionality Select your preferred client: Native client			
	Save Cancel			

16. Select your preferred client by clicking the black down triangle and selecting the native client and click Save.